

DWIGHT BECKETT

CUSTOMER SERVICE SPECIALIST



Meet Dwight Beckett! Dwight has been a part of the DAR PRO team as a customer service specialist for over five years. He works hard to find a quick and easy solution for the customer. Originally from Oklahoma City, Dwight made his way to Dallas and now calls it home. When he is not at work, he enjoys driving his Jeep Wrangler and playing with his French Bulldog. In the words of his teammates, Dwight is reliable, consistent, and the backbone of customer service. He is a customer educator and his extroverted personality shines.

Learn more about Dwight below!

Q: What is your favorite part of your job?

A: The fact that I get to talk to 50 plus people a day is really fun. I get to hear about the weather across different states, and I hear the dialects from across the country. The conversations never get stale because everyone has something different to say.

Q: How do you impact the customer?

A: My approach is to try to get the customer to steer to where their problem is while providing them a few pieces of insight, like educating them on our equipment or how our routes work. Making that connection with the customer and being an empathetic presence can really make an impact. We want them to remember us by making a good impression, so they are more willing to call back and ask for our help.

Q: What did you know about the recycling industry prior to working here?

A: I didn't understand the impact that we had until I started working for the industry. I'm still learning every day because it changes constantly. The new technology we adopt lets us have better oversight and communication. Like having GPS systems on our trucks and how we record keep, it allows us to communicate with the customer easier.

Q: Do you take any of your new knowledge from this job into your daily life outside of work?

A: In terms of our industry, I pull up behind fast food places to see if they utilize our services. I can point out grease traps to people. But in a general sense, I've learned ways to take ownership and control of situations. I've also developed a lot of patience.

Q: What is your favorite fried food?

A: Golden Chick – corn nuggets!